

ExCeL London Supplier Code of Conduct



Contents

Overview	2
Sustainability and our Supply Chain	3
Human Rights in our Supply Chain	4
Protecting our data	5
Extending ExCeL London's values and behaviours to our Supply Chain	6
Monitoring and Compliance of our Supply Chain	7
Raising a Concern about our Supply Chain (Whistleblowing)	8

Overview

ExCeL London is the home of world leading events and hosts event organisers and visitors from across the globe. We utilise the services of hundreds of Suppliers from the UK, Europe and beyond. Our goal is to drive consistency and excellence across our supply chain. Over time, developing trust-based relationships brings competencies into our business that create sustainable value and equity for all our stakeholders and associated businesses within our supply chain.


As an acknowledged leader in our sector, it is important that we lead by example in the way we do business. We achieve this by:

- Reinforcing our business integrity by improving all elements of the services that we provide;
- Making responsible decisions in how we manage our business;
- Actively managing the social and environmental impact of what we do to help individuals, communities, businesses and economies develop and grow; and
- Ensuring that products and services are sourced in a sustainable and ethical manner.

For the purposes of this document, "Supplier" means any business or individual that provides goods or services to ExCeL London either directly or indirectly, as well any third parties that have been contracted or sub-contracted by a client of ExCeL London. Suppliers must comply with all applicable laws, regulations and standards. This Supplier Code of Conduct will be periodically updated to reflect relevant changes in laws, regulations and standards but should not be taken as containing details of all applicable laws, regulations and standards that may be applicable to Suppliers. It is the responsibility of each Supplier to ensure that they are familiar with, and abide by, the relevant laws, regulations and standards.

We ensure that robust practices are in place to protect the interests of our business, our business partners and the wider community, including our Suppliers. We invest in our Supplier relationships and actively monitor the performance and compliance of our supply chain.

We hope that you find this document both insightful and useful and if you have any questions, please contact our Procurement Manager, [Nick Morandini](#).

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Jeremy Rees
Chief Executive Officer

Date: 12/7/2022

Sustainability and our Supply Chain

ExCeL London recognises that the active management of environmental impact is integral to good business practice. For more information about our commitment to sustainable development and operating as a responsible corporate entity, please refer to our [Sustainability Policy](#).

ExCeL London encourages its Suppliers to invest in similar sustainability practices, including environmental management systems, initiatives appropriate to their businesses, and alignment with best practice activities including:

- Minimising harm to the environment by establishing operational practices that minimise impact on the environment and deploying measures to prevent and reduce harm to the environment.
- Tracking performance and reporting environmental improvements by reducing operational environmental impacts including, resource consumption, air emissions, management of hazardous materials, recycling and waste production.
- Setting environmental targets and commitments including maintaining environmental policies, objectives and targets. As a minimum these should include commitments to identify, measure and reduce significant environmental impacts; identifying business risk associated with climate change; aligning with ExCeL London's environmental agenda, such as supporting the transition to a low carbon economy and resourcing efficient operations; and disclosing required information and providing, as appropriate, data to demonstrate environmental performance.
- Reporting regulatory breaches by disclosing regulatory breaches and incidents involving any regulator to ExCeL London, including outcomes of annual inspections, audit and/or notices, together with planned improvement strategies to rectify and resolve any breach.

ExCeL London recognises that sustainability goes far beyond just environmental considerations. ExCeL London is committed to tackling the challenges of sustainable development and operating as a responsible corporate business. ExCeL London implements practices that actively promote economic security, social and environmental responsibility, and continuously seeks to improve its performance in these areas.

Human Rights in our Supply Chain

ExCeL London passionately supports the protection of human rights. ExCeL London is guided by fundamental principles including adhering to the International Labour Organisation (ILO) Core Conventions and we comply with all applicable law and regulation, including the [UK Modern Slavery Act 2015](#) and the reporting obligations to publish a slavery and human trafficking statement in our financial statements. ExCeL London's Modern Slavery Statement can be accessed here → <https://www.excel.london/uploads/liec-modern-slavery-statement.pdf>

ExCeL London supports human rights by encouraging behaviours and practices that are consistent with our strategic objectives across our supply chain. The relationships with our Suppliers are opportunities to improve and evolve practices with respect to human rights.

We expect our Suppliers to support our commitment to respect human rights by:

- Respecting occupational health and safety by ensuring a safe and hygienic working environment with proactive management and controls to minimise health and safety risks.
- Actively supporting accident prevention by taking into account potential accidents based on the work being undertaken, the requirements of local health and safety laws and any specific hazards.
- Freely chosen employment by ensuring that all work is completed voluntarily and without slavery, servitude, forced or compulsory labour and human trafficking. Workers shall have the freedom to terminate their employment at any time upon giving reasonable notice.
- Child labour must not be employed. The term 'child' refers to any person less than 15 years of age.
- Protecting agency workers by demonstrating compliance, including having appropriate systems and processes in place to administer, the Agency Workers Regulations 2010.
- Managing working hours by ensuring that all workers are legally entitled to work; that working hours are not excessive; and that maximum working hours comply with UK law. All overtime shall be purely voluntary. No worker shall be made to work overtime under the threat of penalty, dismissal, denunciation to authorities or as a disciplinary measure.
- Being responsible for employee compensation and payment of fair wages and benefits. All employees should be paid a fair wage commensurate with prevailing industry conditions or the minimum wage and ensure that all employees and sub-contracted labour directly assigned to ExCeL London (whether working onsite at ExCeL and/or performing services for ExCeL offsite) will be paid a wage equal to or greater than the London Living Wage (LLW), as set by the [Living Wage Foundation](#).
- Promoting a workplace free from discrimination, harassment (sexual, physical, mental), victimisation, or any other form of inappropriate behaviour or abuse on any grounds (including; but not limited to age, disability, ethnic origin, gender, gender identity, nationality, marital status, parental status, physical appearance, political convictions, pregnancy, race, religious beliefs, sexual orientation, social origin or status, economic status, union affiliation or employment status).
- Demonstrating formal mechanisms that allow employee grievances regarding human and labour rights violations to be properly filed, addressed and resolved without fear of perceived or actual retaliation. Mechanisms shall be available to report grievances anonymously.
- Demonstrating formal mechanisms that allow employees to raise concerns of operational or business practices that violate laws, regulations or company values (whistleblowing) and for the concerns to be properly filed, addressed and resolved without the fear of retaliation.

Protecting our data

This section informs Suppliers of the procedures and standards ExCeL London upholds in order to provide the necessary security and data protection measures that are expected of us, either by law or in terms of best practice.

ExCeL London welcomes the privacy enhancements that the General Data Protection Regulation (GDPR) brings to the European data protection landscape. Furthermore, we believe GDPR delivers wider business benefits, in particular enhancing our reputation with our clients as a well-managed, customer focussed business they can trust.

ExCeL London is compliant with the GDPR to protect the personally identifiable information of our employees, clients and visitors. As a Supplier, this responsibility will be extended to you in your role as either a data processor and/or data controller of our data, where applicable.

A comprehensive suite of IT security measures are deployed by ExCeL London. These include access controls, robust infrastructure, as well as procedures to protect our data, as well as the data of others where appropriate.

In addition to our GDPR obligations, these measures also ensure that our general business and confidential data is safeguarded.

ExCeL London takes everyone's privacy seriously, you can find out more about our Privacy Policy here → <https://www.excel.london/privacy-notice>.

We ensure that any data we share is only available to those who are authorised and need access to it, and that the appropriate technical and organisational security measures are in place with regard to the sharing and storing of any data.

We only keep data for as long as necessary. The length of this period depends on factors such as statutory requirements and guidelines as well as legitimate business requirements.

ExCeL London expects that any Supplier's information system(s) and data sharing protocols are also configured and secured to a standard that meets or exceeds ExCeL London's. It is incumbent on the Supplier to advise ExCeL London if this expectation cannot be met.

Extending ExCeL London's values and behaviours to our Supply Chain

ExCeL London is committed to bringing together event organisers, exhibitors, visitors, contractors, Suppliers and other 3rd parties who align to a set of behavioural expectations congruent with our core values:

- Open and honest communication
- Operating as one team
- Valuing, respecting and understanding each other
- Taking pride in every action
- Being trusted to make informed decisions
- Innovating for tomorrow and the future

Suppliers are encouraged to ensure that all their personnel who interact with ExCeL London personnel, clients and visitors demonstrate these values and behaviours. A copy of our Ways of Working detailing each of these values is available here → <http://bit.ly/excel-waysOfWorking>. This encouragement includes the cascading of these values, and our Ways of Working document to any relevant personnel to help them reflect and demonstrate ExCeL London's values in their interactions with ExCeL London's personnel, clients and visitors.

ExCeL London personnel are prohibited from receiving excessive gifts and entertainment from Suppliers and any actual or perceived gifts or entertainment must be declared by the employee and cleared for any conflicts of interest.

Suppliers are obliged to report any known or potential conflicts of interest to ExCeL London, this is to be completed by emailing details to the [Procurement and Human Resources Teams](#).

Monitoring and Compliance of our Supply Chain

ExCeL London has a responsibility and duty of care to conduct appropriate due diligence before entering relationships with Suppliers.

This may include, but is not limited to, reviewing copies of employment and health and safety policies and undertaking due diligence with the aim of establishing that none of our Suppliers have any association with modern slavery and that they have not been engaged in any activity with an adverse human rights impact.

All Suppliers are expected to self-monitor their compliance with this Supplier Code of Conduct and to inform [us via email](#) of any non-compliance.

ExCeL London expects that all Suppliers provide responses to reasonable requests for information about their compliance with this Supplier Code of Conduct.

All Suppliers are also expected to perform effective due diligence procedures within their own supply chains (for downstream Suppliers, sub-contractors and other supply chain participants) to ensure that, for example, sustainability, human rights, values and behaviours, compliance and whistleblowing standards are monitored as a part of their own code of conduct. This is to ensure that Suppliers support fair-trade, sustainable, safe and ethical sourcing practices, and furthermore to ensure that their systems and procedures are sufficient to mitigate any potential negative impact on ExCeL London's brand.

ExCeL London's expectation is to work collaboratively and respectfully with all Suppliers. In those cases where a Supplier is found to not be in compliance with this Supplier Code of Conduct, ExCeL London will, where possible, work with the Supplier to put measures in place, which may include a remediation process or improvement plan in the first instance.

Raising a Concern about our Supply Chain (Whistleblowing)

ExCeL London is committed to conducting all its business activities ethically and in accordance with applicable laws and regulations, and of the highest professional standards. Integrity in its business conduct and management systems is crucial to the success of ExCeL London, its clients, visitors and other stakeholders, as well as the fulfilment of its own corporate responsibilities.

The ExCeL London whistleblowing policy reflects its commitment to ensuring that concerns of potential breaches of laws, rules, regulations or policy are raised in good faith, are handled in an appropriate manner and rectified as necessary. We interpret whistleblowing as the process through which you can report, in confidence, such breaches. This could mean fraud, criminal behaviour, ethical issues, behaviour that is not in keeping with our stated values, or breaches of health and safety laws or regulatory obligations – or the deliberate concealment of any of those things.

Suppliers are expected to encourage their personnel to raise concerns about any inappropriate conduct they might witness whilst working at ExCeL London, by its personnel, other Suppliers or supply chain partners, and to make them aware of the whistleblowing process.

Suppliers can raise any concerns in confidence via our outsourced whistleblowing hotline → <https://www.excel.london/whistle-blowing>. All reports will be thoroughly investigated.

Suppliers can also raise any concerns which are not confidential and/or less formal directly by [emailing the Procurement Team](#). All reports will be treated seriously.

Suppliers are required to inform their personnel that they will not be subject to retaliation by their employer or ExCeL London as a result of raising a concern. If there is any form of retaliation this should be reported to ExCeL London.

Suppliers are also invited to consider adopting appropriate internal procedures, if they do not have such in place already, which encourages personnel with concerns to also blow the whistle internally.